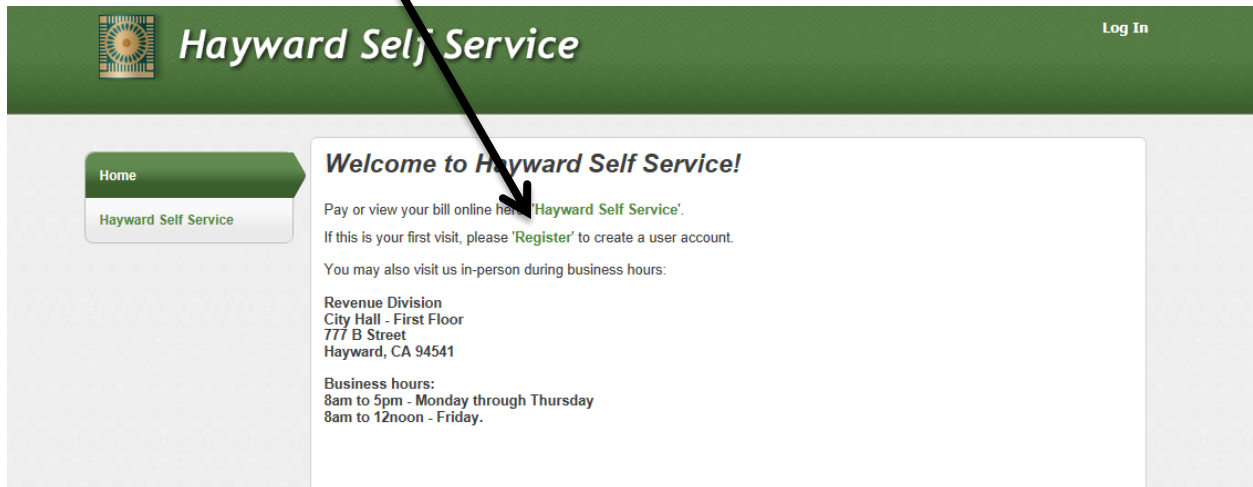


**HAYWARD SELF SERVICE – [www.hayward-ca.gov/HSS](http://www.hayward-ca.gov/HSS)**

If this is your first time on Hayward Self Service (HSS), you will need to do two things: register (which creates a login ID), and link your utility account to your login ID.

1. Click on the register link:



2. You will need to fill out this form.

The screenshot shows the 'Citizen Self-Registration' form. The header is green with the Hayward Self Service logo and a 'Log In' link. The main content area has a green sidebar with 'Home', 'Hayward Self Service', and 'Utility Billing & Excise Tax' links. The main content area has a 'Citizen Self-Registration' form. The form includes fields for: \*User ID (between 1 and 100 characters), \*Re-type user ID, \*Password (between 8 and 15 characters), \*Re-type password, \*Password hint, \*Email address, and a CAPTCHA (2681). A 'Save' button is at the bottom.

3. Once that is completed, you will be taken to this screen. You will need to then click on “link to account” by Utility Billing & Excise Tax Accounts. The “link to account” by Customer Accounts will link your Customer Account to this login, but not your utility account, so do not use that link.

**Hayward Self Service**

Home  
Hayward Self Service

### Account Settings

**Account Information**

Now logged in as	MICHAELBARNES
Last successful login	9/5/2014
Last failed login	9/5/2014
Password last changed	9/5/2014
Password expires in	364 days   <a href="#">Change Password</a>
E-Mail address	michael.barnes@hayward-ca.gov   <a href="#">Change E-Mail Address</a>

**Linked Accounts**

Existing accounts can be “linked” to your self-service user id. These links give you quick access to an account’s details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as “link to account” or “remove” will appear below. Click a module’s “link to account” to reach the page where new account links can be created, and where additional instructions are provided.

**Customer Accounts** [link to account](#)

There are currently no linked accounts

**Utility Billing & Excise Tax Accounts** [link to account](#)

Account	Customer
---------	----------

There are currently no linked accounts

[Go To Module Homepage](#)

4. That takes you to this screen:

**Hayward Self Service**

My Cart (0 items)

Home  
Hayward Self Service  
**Utility Billing & Excise Tax**  
Contact Us

### Utility Billing & Excise Tax Account Link Setup

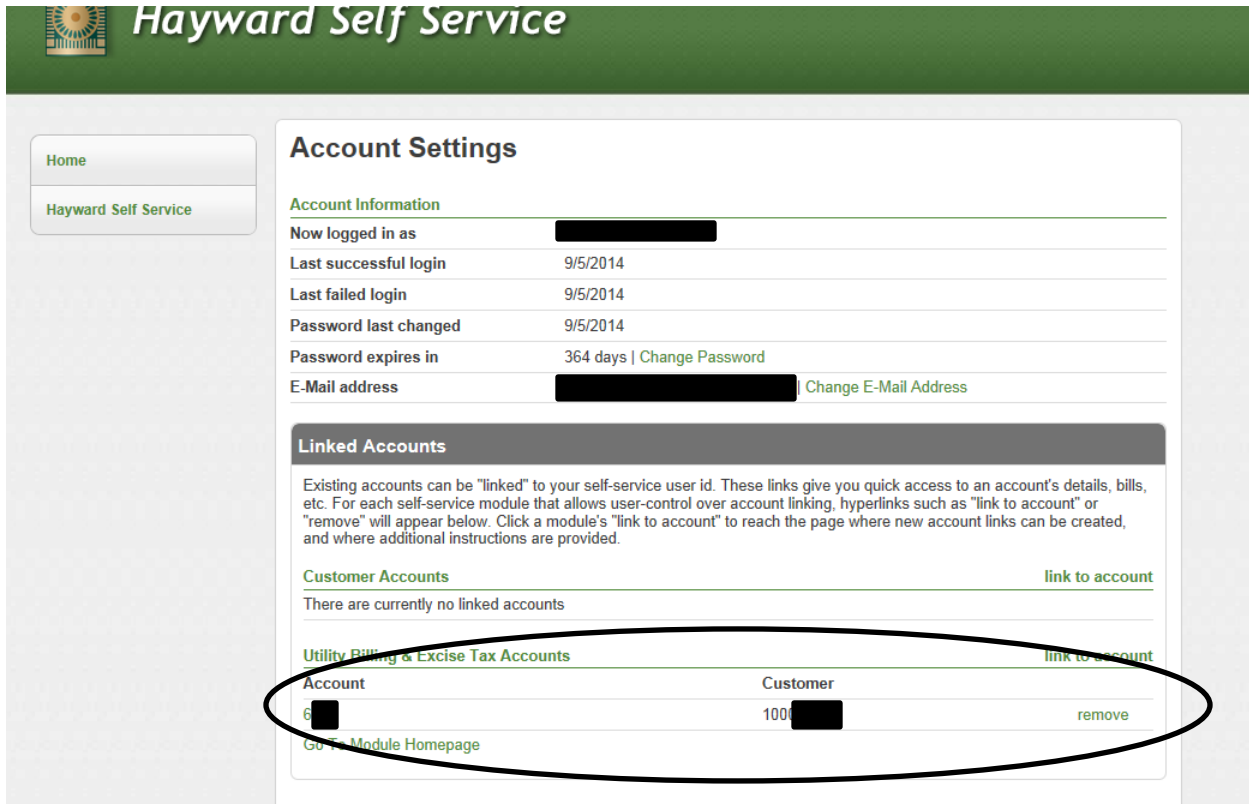
To link an account, please provide the following information from your Utility Bill:

What is the Account Number? \*

What is the Customer Number? \*

\* indicates required field

5. Once they enter your Account Number and your Customer Number, you are brought back to this screen. You will see that there is now a utility account linked to your login.



The screenshot shows the 'Hayward Self Service' header with a green background. On the left is a navigation menu with 'Home' and 'Hayward Self Service'. The main content area is titled 'Account Settings' and contains two sections: 'Account Information' and 'Linked Accounts'. The 'Account Information' section lists login details. The 'Linked Accounts' section has a descriptive paragraph and two subsections: 'Customer Accounts' (showing no linked accounts) and 'Utility Billing & Excise Tax Accounts'. The latter subsection contains a table with one row of linked account data, which is circled in black. A 'Go To Module Homepage' link is at the bottom of the table.

### Account Settings

**Account Information**

Now logged in as	[REDACTED]
Last successful login	9/5/2014
Last failed login	9/5/2014
Password last changed	9/5/2014
Password expires in	364 days   <a href="#">Change Password</a>
E-Mail address	[REDACTED]   <a href="#">Change E-Mail Address</a>

**Linked Accounts**

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

**Customer Accounts** [link to account](#)

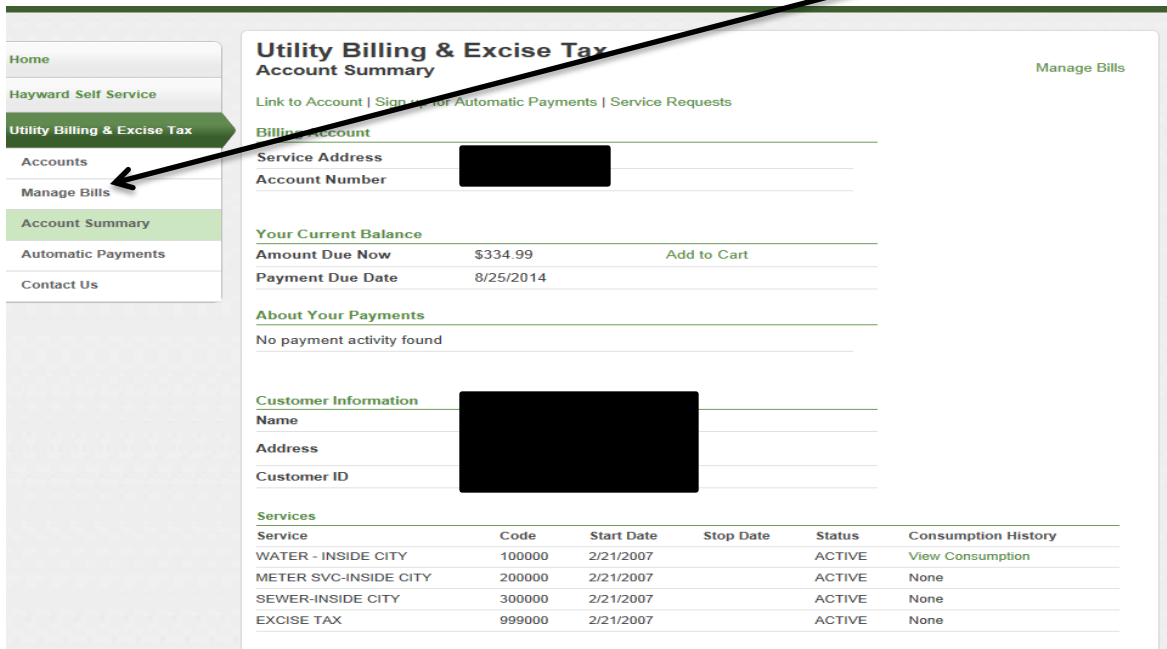
There are currently no linked accounts

**Utility Billing & Excise Tax Accounts** [link to account](#)

Account	Customer	
6 [REDACTED]	100 [REDACTED]	<a href="#">remove</a>

[Go To Module Homepage](#)

6. When you click on the account number, you will be brought to this screen. This screen shows balance, consumption, and payment information. To pay the bill, you would click on "Manage Bills" on the left navigation bar.



The screenshot shows the 'Utility Billing & Excise Tax Account Summary' page. The left navigation menu is expanded, showing 'Accounts', 'Manage Bills', 'Account Summary' (highlighted), 'Automatic Payments', and 'Contact Us'. The main content area has a title bar with 'Manage Bills' on the right. Below the title bar are links for 'Link to Account', 'Sign Up for Automatic Payments', and 'Service Requests'. The 'Billing Account' section shows service address and account number. The 'Your Current Balance' section shows the amount due now (\$334.99) and the payment due date (8/25/2014). The 'About Your Payments' section shows no payment activity found. The 'Customer Information' section shows the customer's name, address, and ID. The 'Services' section is a table listing various services and their details.

### Utility Billing & Excise Tax Account Summary

[Manage Bills](#)

[Link to Account](#) | [Sign Up for Automatic Payments](#) | [Service Requests](#)

**Billing Account**

Service Address	[REDACTED]
Account Number	[REDACTED]

**Your Current Balance**

Amount Due Now	\$334.99	<a href="#">Add to Cart</a>
Payment Due Date	8/25/2014	

**About Your Payments**

No payment activity found

**Customer Information**

Name	[REDACTED]
Address	[REDACTED]
Customer ID	[REDACTED]

**Services**

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER - INSIDE CITY	100000	2/21/2007		ACTIVE	<a href="#">View Consumption</a>
METER SVC-INSIDE CITY	200000	2/21/2007		ACTIVE	None
SEWER-INSIDE CITY	300000	2/21/2007		ACTIVE	None
EXCISE TAX	999000	2/21/2007		ACTIVE	None

7. Clicking “Manage Bills” takes you to this screen. To pay the bill, you would put a check mark in the box next to the bill you are trying to pay. Then you would click “Add to Cart.”

**Utility Billing & Excise Tax**  
**Manage Bills**

[Sign up for Automatic Payments](#) | [Account Summary](#)

Service Address 21710 MAIN ST  
Account Number 6979  
As of 09/05/2014

**Outstanding Bills** (bill years 1994 to 2016 only) [Show Past Bills](#)

Bill	Bill Date	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 175	8/8/2014	8/25/2014	\$334.99	\$334.99

Total Due: \$334.99

[Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

8. This takes you to this screen. You can choose your payment amount, and then you press continue. Then you will enter your credit card number, then your address, and at the end, you will receive a confirmation number.

**Hayward Self Service**

**Pay Bills**

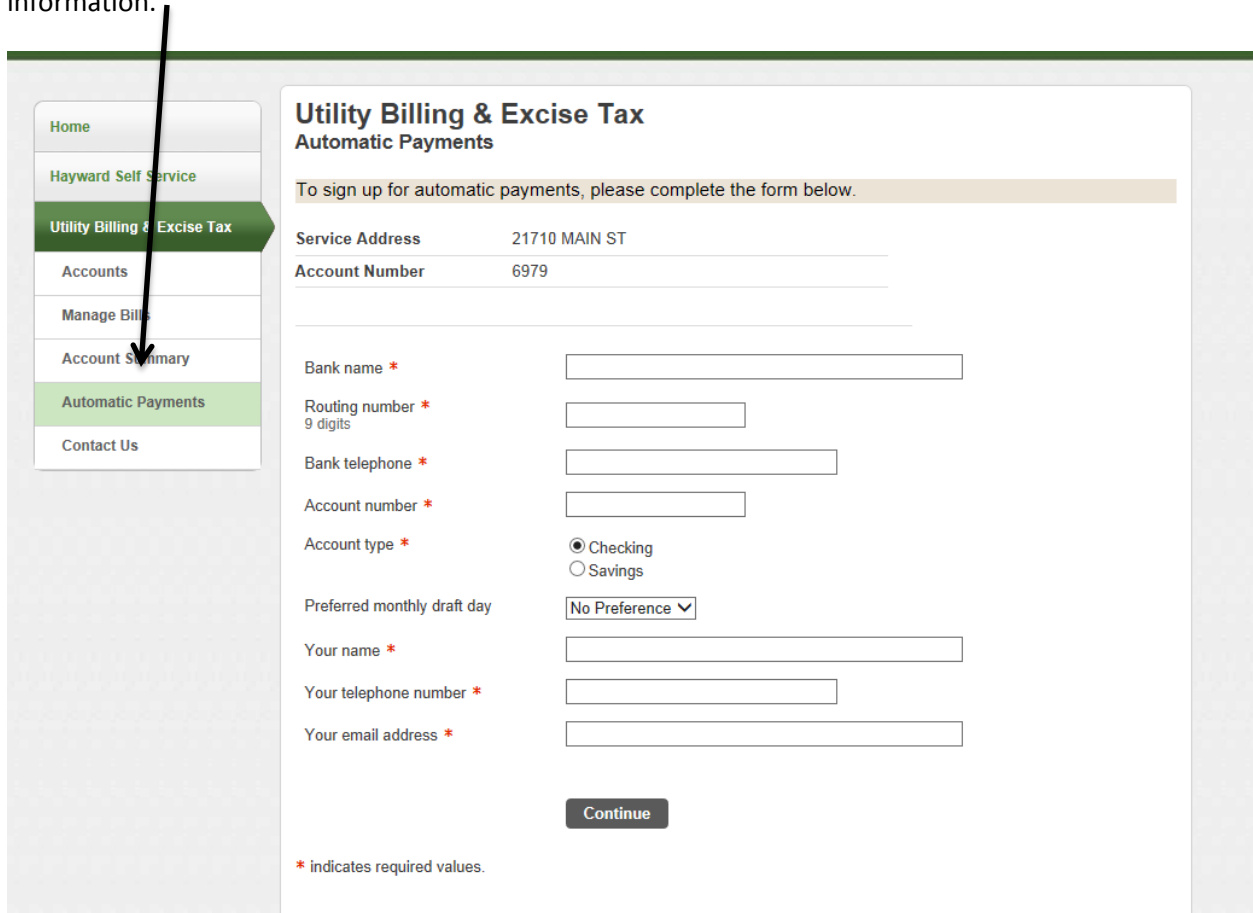
**Step 1 of 4: Payment amount** [Step 1](#) [2](#) [3](#) [4](#)

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2014	8/8/2014	[redacted]	8/25/2014	\$334.99	\$334.99	\$ 334.99

[Continue](#)

## To Set-Up Automatic Payments

1. Hayward Self Service has the ability to allow you to sign-up for automatic payments from your checking or savings account. You simply click on the “Automatic Payment” link, and enter all of their information.



The screenshot shows a web interface for setting up automatic payments. On the left is a sidebar with navigation links: Home, Hayward Self Service, Utility Billing & Excise Tax (highlighted with a green arrow), Accounts, Manage Bills, Account Summary, Automatic Payments, and Contact Us. The main content area is titled 'Utility Billing & Excise Tax Automatic Payments' and includes a message: 'To sign up for automatic payments, please complete the form below.' The form contains the following fields:

- Service Address: 21710 MAIN ST
- Account Number: 6979
- Bank name \*
- Routing number \* (9 digits)
- Bank telephone \*
- Account number \*
- Account type \* (radio buttons for Checking and Savings; Checking is selected)
- Preferred monthly draft day (dropdown menu showing 'No Preference')
- Your name \*
- Your telephone number \*
- Your email address \*

A 'Continue' button is located at the bottom of the form. A note at the bottom left states: '\* indicates required values.'